



N.H. Department of Environmental Services

29 Hazen Drive, Concord, NH 03301

(603) 271-3503

www.des.nh.gov

Permit Process Questionnaire

The N.H. Department of Environmental Services continually strives to improve its permit processing system. Your response to this questionnaire will assist in this effort. Please answer the following questions by checking the response closest to your experience. We welcome your written comments as well.

Permit type _____ Program Haz. Waste Transporters
Permit # _____ Today's Date _____

1. Staff Performance

- a. Did you have any direct contact with our staff? Yes ☐ No ☐
- b. Did you find the staff professional, courteous and helpful? Yes ☐ Somewhat ☐ No ☐ N/A ☐
- c. Were you able to communicate to the proper person quickly? Yes ☐ Somewhat ☐ No ☐ N/A ☐
- d. Name of staff person _____

2. Process and Procedure

- a. Was the procedure to process the application clearly explained to you? Yes ☐ Somewhat ☐ No ☐ N/A ☐
- b. Was your application accepted as complete when first submitted? Yes ☐ No ☐
- c. From the date your application was accepted as complete, did you receive an answer in the time-frame promised? Yes ☐ Somewhat ☐ No ☐

3. Application

- a. Were the questions simple and easy to understand? Yes ☐ Somewhat ☐ No ☐
- b. Did you understand what information you needed to provide, and were you able to provide that information in the application for the proposed project? Yes ☐ Somewhat ☐ No ☐
- c. Did you require professional assistance in filling out the application? Yes ☐ No ☐
- If DES, name of person _____

4. Application Decision

- a. If your application was conditionally approved, do you feel the conditions on your permit were reasonable and clear? Yes ☐ Somewhat ☐ No ☐ N/A ☐
- b. If your application was denied, did the denial letter clearly state what was denied and why? Yes ☐ Somewhat ☐ No ☐ N/A ☐
- c. Did your denial letter clearly inform you of your options to request reconsideration or appeal? Yes ☐ Somewhat ☐ No ☐ N/A ☐

Comments:

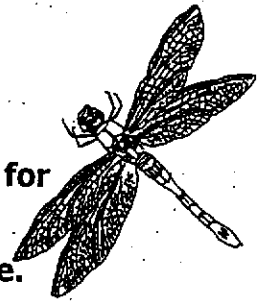
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From _____

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Public Information & Permitting Unit
N.H. Dept. of Environmental Services
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ENVIRONMENTAL SERVICES**
committed to helping sustain a high quality of life for
all citizens by protecting and restoring the
environment and public health in New Hampshire.



**Visit our website at
www.des.nh.gov**

Additional comments:

When you have completed this questionnaire, please fold it so that the return address is facing out. Seal with tape, attach postage and mail, or hand deliver to DES at 29 Hazen Drive, Concord. We appreciate your willingness to assist us to improve our permit process.